

SERVICES COVERED BY PHP FamilyCare

PHP FamilyCare covers the same services that Medicaid does. Coverage is not available unless the service is medically necessary. Coverage is also not available unless the service is provided by or on the referral of your PCP. The services listed below, and the times when they are covered are described in more detail in your COC. Review your COC to get a better understanding of what services are covered.

Covered Services are:

- Ambulance and other emergency medical transportation
- Ambulatory (Outpatient) surgery
- Artificial limbs and orthotics
- Blood tests for children to check for lead
- Certified Nurse Midwife services
- Certified Pediatric and Family Nurse Practitioner services
- Childhood and adult preventative immunizations
- Chiropractic services
- Dental services (only for treatment related to an accident)
- Early periodic screening, diagnosis and treatment services (EPSDT)
- Emergency services
- Family planning services
- Health education and outreach
- Hearing aids, under 21 years of age
- Hearing services
- Home health care services
- Hospice services
- Inpatient hospital services
- Intermittent or short-term restorative or rehabilitative services; up to 45 days in a nursing facility
- Kidney failure, including dialysis services
- Laboratory, x-ray, and other diagnostic services
- Maternity care
- Medical supplies and equipment
- Medically necessary weight reduction services
- Mental health services (up to 20 outpatient visits per year)
- Out of State services with approval
- Outpatient hospital services
- Parenting and birthing classes
- Physical, Speech and other therapies
- Physician and other practitioner services
- Podiatry services
- Prescription drugs
- Preventative care and screenings

- Restorative or rehabilitative services; in a place of service other than a nursing facility
- Tobacco Cessation services, including drug and support services
- Transplant services
- Transportation
- Treatment for sexually transmitted disease (STD)
- Vision services
- Well Child/EPSDT services for persons under 21

Eye Exams and Glasses

PHP FamilyCare covers vision services when provided by a PHP FamilyCare network provider. PHP FamilyCare will cover eye exams and certain types of prescription eyeglasses.

- One routine eye exam is covered once every two years.
- One pair of glasses is covered once every year for members under 21 years of age. For members 21 years and over one pair of glasses is covered every two years.
- Services needed as a result of eye trauma and eye disease will be covered for all members.

Replacements and repairs to your glasses are covered as follows:

- Two pair per year for members under 21 years of age.

You do not need a referral from your PCP for a routine eye exam. Eye exams for a medical problem will be covered as long as your PCP refers you.

Durable Medical Equipment

PHP FamilyCare covers necessary durable medical equipment such as crutches or wheelchairs. Your PCP must arrange for any durable medical equipment you may need. In most cases, you must get your durable medical equipment from a provider in the PHP FamilyCare network.

Hospice Services

Hospice service is a medical program designed to provide for and relieve the suffering of terminally ill people. PHP FamilyCare covers hospice services. Please call your PCP to arrange for hospice services.

Mental Health

PHP Family Care covers 20 outpatient visits for mental health services. Be sure to go to a mental health provider in our network. You can find this information in the PHP Family Care Provider Directory. Call PHP Family Care Customer Service at 800-661-8299 for help with mental health services.

- You do not need a referral from your PCP to get mental health services when you go to a mental health provider in the network.
- If you have a serious mental health illness, you may be referred to the Community

Mental Health Services in your county.

Pharmacy Benefits

PHP FamilyCare provides coverage for prescription drugs. Your doctor will decide if and when you need a drug. You will need a prescription to get the drug you need. You will need to show both your PHP FamilyCare ID card and your Medicaid mihealth card when you go to the pharmacy. There are many local pharmacies in the PHP FamilyCare network. Please look in your PHP FamilyCare Provider Directory for the pharmacy nearest you.

PHP FamilyCare has a list of covered and non-covered drugs. There are some drugs that your doctor must call PHP FamilyCare to get approved before you can get them. PHP FamilyCare will also cover certain over-the-counter (OTC) medications as long as you have a prescription from your doctor.

Please call the PHP FamilyCare Customer Service Department at 1-800-661-8299 if you have any questions about your prescription drug coverage.

Pregnancy Services

The first step to having a healthy baby is to learn all you can about your health. Proper care during pregnancy is the best way to be sure you have a healthy baby. If you think you may be pregnant, call your doctor right away. Your baby's health and your health depend on it. Discuss your health background and lifestyle with your doctor. This will help your doctor see if you are at risk of early labor.

Maternal Infant Health Program (MIHP)

Your prenatal care provider may refer you to the Maternal Infant Health Program (MIHP). This is a program that provides a nurse, social worker and nutritionist to help you work toward a healthy delivery. Your doctor may also refer your newborn. This program helps babies have a healthy first year. All pregnant women are eligible for an assessment. Check with your doctor or call PHP FamilyCare Customer services to learn how to get this service.

Women, Infant and Children (WIC) Supplemental Food & Nutrition Program

Women, Infants, and Children (WIC) is a government nutrition program. WIC will teach you how to eat healthy and help by giving you and your children nutritional food. The WIC program is for pregnant women, women who have just had a baby, women who are breast-feeding babies, infants, and children up to 5 years old. If you would like to know more about WIC, call the PHP Customer Service Department.

Early, Periodic Screening Diagnosis and Treatment (EPSDT)

Your children are important to us at PHP FamilyCare. There is a special program for children under age 21, covered by Medicaid. It is called Early and Periodic Screening, Diagnosis, and Treatment (EPSDT). This program provides regular health checkups for your child. These well child checkups are important!

EPSDT can help with:

- Finding your child's health problems early. If you think your child has a medical problem, talk with your doctor about EPSDT.
- Providing information about all the special health services available for your children.
- Keeping your children healthy by giving them the shots they need, when they need them.

Pediatric Care

Care for your children may be received from a pediatrician or any other PCP or certified nurse practitioner. Your children may be seen by a PHP FamilyCare network pediatrician for routine/general services without prior authorization or referral.

Family Planning Services

You can get family planning services from your PHP FamilyCare doctor. You can also get family planning services from other providers. This may include another doctor, a nurse practitioner, a family planning clinic, adolescent health center or your local health department. You do not need a referral from your PCP to see another PHP FamilyCare doctor or nurse for family planning services.

Child and Adolescent Health Center

You can also choose to obtain services covered by PHP FamilyCare from a Child and Adolescent Health Center and Program (CAHCP). If you choose to obtain services at a local CAHCP you do not need a referral to see the provider there. If there is a service that does require a referral you and the provider should follow the rules listed in this Member Handbook.

Sexually Transmitted Disease (STDs) Services

STDs are spread through sexual contact. If you think that you have an STD, there is help for you. Your doctor can offer you testing, treatment and counseling. All information about your care will be confidential. You can get care from your PCP, your local health department or a family planning clinic listed in your PHP FamilyCare Provider Directory. You do not need a referral from your PCP for these services.

Centers for Disease Control and Prevention National Immunization Program

The Centers for Disease Control and Prevention (CDC) offers a toll free service for people to request information on both childhood and adult immunization shots. Information available includes:

- When shots should be taken and how to keep track of them
- Possible side effects
- Why shots are important to your health
- Answers to frequently asked questions

The number to call is:

1-800-232-2522 (English)

1-800-232-0233 (Spanish)

Phones are answered from 8:00 a.m. to 11:00 p.m. EST Monday through Friday. At other times, you can leave a recorded message and get a response in 2-3 business days.

Transportation Services

PHP FamilyCare can help you with non-emergency transportation. PHP FamilyCare will provide transportation for covered services only. You can get help with getting a ride if:

- You do not have a way to get to and from your doctor visit; or
- You do not have a way to get covered medical items or services.

Contact PHP FamilyCare's Customer Service Department for help. Let us know 5 days in advance if you need bus passes, tokens or special transportation. Please call PHP FamilyCare at 1-800-661-8299 as soon as possible if you need to cancel your ride. Members may lose their right to use transportation services if they abuse the service.

Some examples are:

- Letting a non-member use the service.
- Repeatedly missing the rides.
- Getting rides for unrelated services.

All emergency ambulance services are covered by PHP FamilyCare.

Care Management Program

We want to make sure that you receive quality health care. We will work with your providers to:

- Make sure we know about all your hospital stays and the services you may receive.
- Make sure you receive any services you need after you leave the hospital.
- Make sure you receive care management services if needed.

If you have any questions, please call 1-800-661-8299.

Children's Special Health Care Services (CSHCS) Program

CSHCS is a state of Michigan program that serves children, and some adults, with special health care needs. CSHCS covers more than 2,700 medical diagnoses.

Additional Benefits for Medical Health Plan Enrollees with Children's Special Health Care Services

1. Help from your **Local Health Department** with:

- Community resources – schools, community mental health, financial support, childcare, Early On, and the Women Infants and Children (WIC) program

- Transitioning to adulthood
- Orthodontia
 - Only for specific CSHCS qualifying diagnosis, such as Cleft Palate/Cleft lip
 - Medically necessary, related to condition
 - Not for cosmetic purposes
- Respite
 - CSHCS covers 180 hours of respite care annually when a beneficiary requires skilled nursing and a CSHCS nurse consultant determines appropriate

2. Help from the **Family Center for Children and Youth with Special Health Care Needs**

- CSHCS Family Phone Line – a toll-free phone number (800-359-3722) available Monday through Friday from 8 a.m. to 5 p.m.
- Parent-to-parent support network
- Parent/Professional training programs
- Financial help to go to conferences about CSHVS medical conditions and “Relatively Speaking,” a conference for siblings of children with special needs.

3. Help from the Children’s Special Needs (CSN) Fund

The CSH Fund helps CSHCS families get items not covered by Medicaid or CSHCS. To see if you qualify for help from the CSN Fund, call 517-241-7420.

Examples include:

- Wheelchair ramps
- Van lifts and tie downs
- Therapeutic tricycles
- Air Conditioners
- Adaptive recreational equipment
- Electrical service upgrades for eligible equipment